

Education Program Attendance Zoo

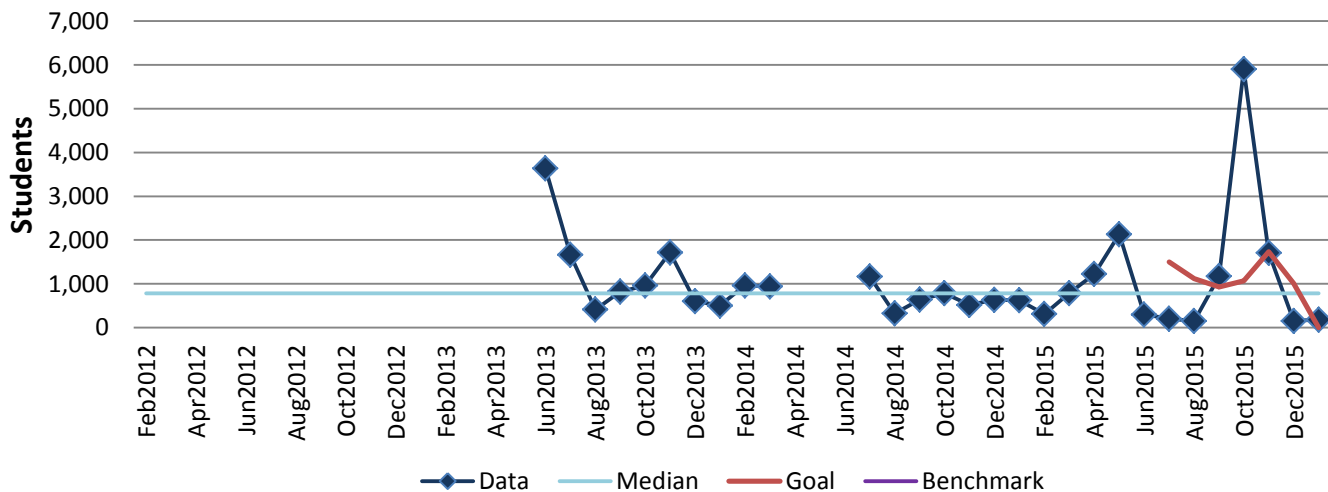


KPI Owner: Kimberly Allgeier

Process: Education

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 9,441 guests, FY 15 Goal: Increase Zoo Group Attendance Benchmark: TBD		Data Source: Zoo Attendance Report Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step is Unclear Measurement Method: The number of school group educational program attendees per month who visited the Zoo. Why Measure: Encourages a sense of responsibility for animal & plant life Next Improvement Step: Developing a new set of programs and fieldtrip guides for schools. Updating forms for schools to improve communication.		
How Are We Doing?					
Jul2015-Jan2016 7 Month Goal	Jul2015-Jan2016 7 Month Actual		Jan2016 Goal	Jan2016 Actual	
7,360	9,466		0	181	
Students	Students		Students	Students	

Education Program Attendance



Root cause analysis is not necessary because there is no gap between the goal and current performance.